

Mental Health and Disability Services Redesign 2011

Core Services and Programs

Source: Adult Mental Health Workgroup

Date Updated: October 18, 2011

This table describes high level domains, an array of core services necessary in a system, and the core programs with an evidence-base that can deliver the services necessary to yield positive outcomes. Due to the relevance of some services and programs in each of the domains, several apply to more than one domain.

Core Service Domain	Core Services	Core Program/Service	Currently in System	Statewide
Acute Care and Crisis Intervention Services	Inpatient treatment; long and short-term Evaluation and stabilization 24 hour access 24 hour hotline/warm line 24 hour mobile response Sub-acute/Crisis Respite/Residential 23 hour crisis stabilization beds Diversion services Information and Referral Linkages back to services; transition services Family Support Peer Support Advocacy	Psychiatric Emergency Screening Program with ¹ : - 24 hour hotline - Mobile Response ² - 23 hour crisis stabilization beds Crisis Residential ³ Respite 24 hour Warm Line Inpatient Treatment: Short-term ⁴ Inpatient Treatment: Longer term	Y Y Y Y Y N Y Y	N Y N N N N N N Y

¹ PES operated within an Emergency Department to work with doctors in the civil commitment process. 24-hour hotline may be operated out of the ED, Regionally, or locally through CMHC or other provider. To Be Discussed.

² Mobile Screening is a mechanism to divert from hospitalization and/or to facilitate civil commitment process with PES. May be operated from an ED or local provider such as CMHC or other.

³ Crisis Residential to be operated within each Region.

⁴ Inpatient Care provided at acute care hospitals. Beds should be available in each Region.

⁵ Programs in this category need to be defined.

⁶ Magellan funds.

⁷ Through waivers, limited access.

Core Service	Core Services	Core Program/Service	Currently	Statewide
Domain			in System	
Mental Health	Information and Referral	Outpatient Services	Υ	Υ
Treatment Services	Individual, Group and Family	- Individual	Υ	Υ
Treatment Services	Counseling/Psychotherapy	- Group	Υ	Υ
	Medication Management	- Family	Υ	Υ
	Structured day treatment	Medication Management	Υ	Υ
	Assessment and Evaluation	Partial Hospitalization	Υ	N
	Person-centered planning	Partial Care/Day Treatment	Υ	N
	Risk Assessment	Clubhouse	Υ	N
	Co-occurring Disorders treatment	Tele-psychiatry	Υ	N
	Tele-psychiatry	Pharmacy Services/Coverage	Υ	N
	Cognitive Behavioral Therapy			
	Motivational Interviewing			
	Psychosocial Rehabilitation			
	Integrated Dual Disorders Treatment/Relapse			
	Prevention			
	Trauma-informed Care			
	Psychological testing			
	Substance Abuse Treatment including			
	detoxification and medication assisted treatment			
	Medication			
	Intensive Psychiatric Rehabilitation			
Community Living	Information and Referral	Residential Services ⁸	Υ	N
, ,	Assessment, evaluation and person-centered	- Sub-acute	N	N
	planning	- Supportive Housing	Υ	N
	Residential support services	 Supportive Housing with up to 	Υ	N
	In-home support services	24 hour support	Υ	N
	Housing or Rental Assistance	Community Support Services ⁹	Υ	N
	Transportation	Projects for Assistance in Transition from	Υ	N
	Care coordination	Homelessness (PATH)		
	Consumer Empowerment	Peer Delivered Services: ¹⁰	Υ	N
	Advocacy	- Self-help/Drop-in Centers	Υ	N
	Service System Navigation	- Peer Navigators	N	N
	Personal Care Services	- Peer Wellness Coaches	N	N

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⁸ As a Core Service, Residential programs should be consistent with Supportive Housing principles – meaning housing is not contingent upon compliance with medication or other treatment. Leases should be considered. RCF are not considered a Core Service.

⁹ Community Support Services blends and encompasses Case Management, CSS, SCL and Supportive Housing. Services can be provided by an individual worker or from a team approach.

¹⁰ Peer workers should be hired in all Core Programs/Services.

Core Service	Core Services	Core Program/Service	Currently	Statewide
Domain			in System	
	Homemaker Services	- Recovery Support Coaches	N	N
	Nursing services	Assertive Community Treatment	Υ	N
	Transition services			
	Skill building			
	Assistance with benefits/entitlements			
	Socialization/Recreation			
	Relapse prevention			
	Environmental modifications, adaptive devices			
	and therapeutic resources			
	Intensive Psychiatric Rehabilitation	11		
Employment	Job readiness, skill development	Supported Employment ¹¹	Y	N
	Educational supports	Supported Education	N	N
	Transportation			
	Advocacy			
Recovery Supports	Peer Support	Residential Services	Y	N
	Job readiness, skill development	- Supportive Housing	N	N
	Educational supports	- Supportive Housing with up to	N	N
	Transportation	24 hour support	Y	Y
	In-home supports, including skill development Supportive Counseling	Community Support Services Projects for Assistance in Transition from	Y	N
	Information and Referral	Homelessness (PATH)	'	14
	Co-occurring disorders services	Peer delivered Services:	Y	N
	Relapse prevention	- Self-help/Drop-in Centers	Y	N
	Advocacy	- Peer Support Specialists (Peer	Y	N
	Service System Navigation	Navigators, Peer Wellness		
	Wellness and Recovery Action Planning	Coaches, Recovery Support		
	Illness Management and Recovery	Coaches)		
	Assistance with benefits/entitlements	Supported Employment	Υ	N
	Socialization/Recreation	Supported Education	Υ	N
	Temporary Rental Assistance	Transportation	Υ	N
Family Supports	Information and Referral	Intensive Family Support Services	N	N
, capperto	In-home Support Services	Family Psycho-education	Y ¹²	N
	Counseling and Therapy			
	Advocacy			
	Transportation			

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 $^{^{\}rm 11}$ Sheltered Workshops are not considered a Core Service.

¹² Not funded by Medicaid or County

Core Service Domain	Core Services	Core Program/Service	Currently in System	Statewide
Mental Health Prevention	Screening and Assessment in Primary Care Settings Education and awareness training Health education/promotion/stigma activities Care coordination Relapse prevention	Mental Health First Aid Psychological First Aid Health Homes Illness Management and Recovery	Y Y Y	N N N
Health and Primary Care Services	Information and Referral Integrated treatment between mental health and primary health Care coordination General Prevention and Health Screenings Physical Health promotion Access to appropriate clinical services Medication Management Dental services Advocacy Tele-health	Health Homes ¹³ Medical Homes Psychiatric On-call Consultants for use by Primary Care Physicians ¹⁴	Y Y N	N N N
Justice Involved Services	Jail diversion at multiple intercepts Re-entry services Linkage and referral to mental health system Advocacy Care coordination Assistance with benefits/entitlements Service System Navigation	Crisis Intervention Teams (CIT) Jail Diversion Programs Re-entry Programs	N Y Y	N N N

¹³ Health Homes: Health Home model may be applied throughout all of the Domains and Core Services, particularly for individuals who most frequently use acute care mental health and primary care services (i.e. top 5% of users).

¹⁴ Statewide or Regional program can be established to provide Primary Care Physicians access to consulting services from Psychiatrists.